

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Hughes et al.**

Serial No.: **10/644,677**

Filed: **August 20, 2003**

For: **Management of Support Center Calls**

§ Group Art Unit: **3623**

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§ Examiner: **Robertson, David**

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§ Confirmation No.: **6446**

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§ Attorney Docket No.: **END920030069US1**

37945

PATENT TRADEMARK OFFICE
CUSTOMER NUMBER

Commissioner for Patents
P.O. Box 1450
Alexandria VA 22313-1450

RESPONSE TO OFFICE ACTION

Sir:

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0457.

A one month extension of time is believed to be necessary. I authorize the Commissioner to charge the one month extension fee of \$130.00 to Yee & Associates, P.C. Deposit Account No. 50-3157. No additional extension of time is believed to be necessary. If, however, an additional extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to Yee & Associates, P.C. Deposit Account No. 50-3157.

In response to the Office Action of July 1, 2008, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.